

MONTHLY DATA REPORT

June
2018



Consumer
Protection and
Enforcement
Division
California Public
Utilities Commission



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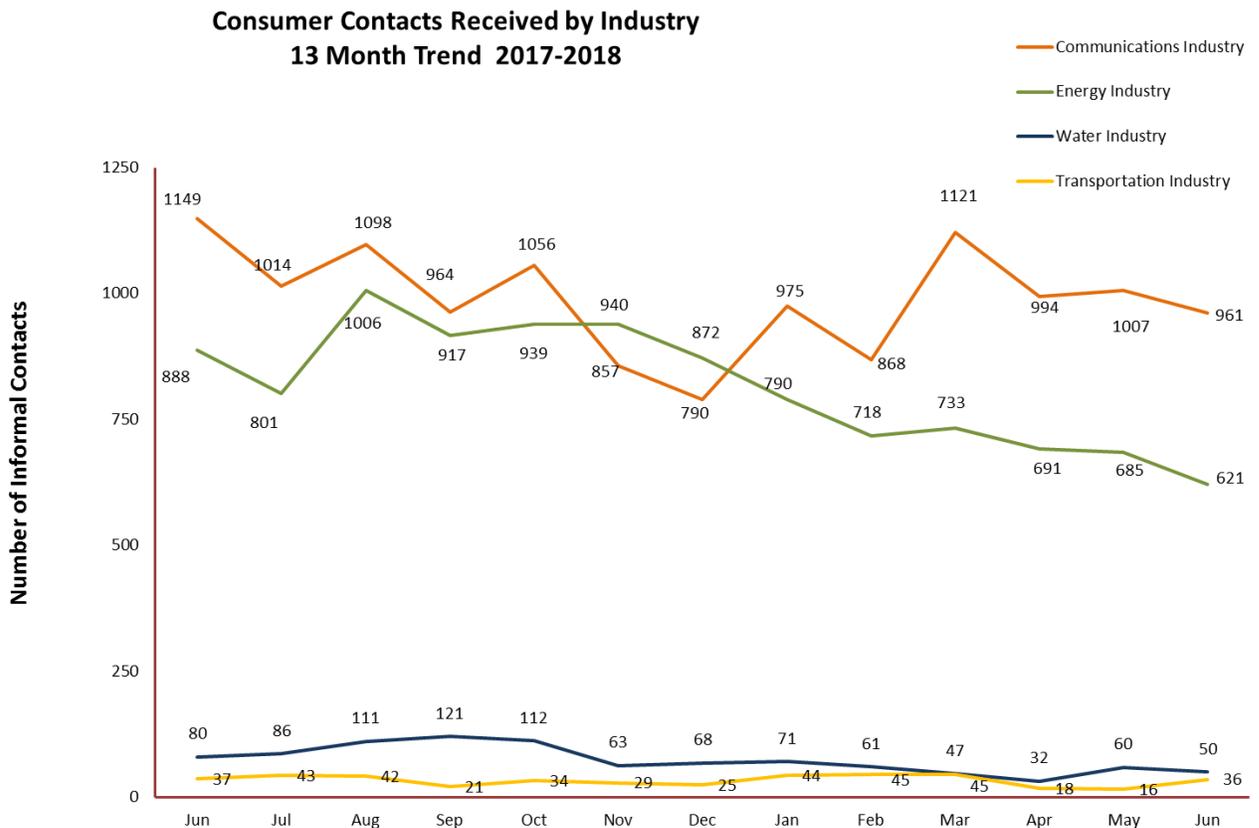
The Consumer Protection and Enforcement Division (CPED) serves the public interest and the mission of the California Public Utilities Commission (CPUC) by assisting consumers in resolving their informal complaints against service providers under the Commission's jurisdiction. CPED is proud to be able to assist consumers with an informal complaint resolution process, with answers to questions, and with referral information. In assisting consumers, we are able to gain a useful picture of consumer issues and trends.

This report is based on contacts (informal complaints and questions) received by the Consumer Affairs Branch (CAB) and the Transportation Enforcement Branch (TEB) within CPED, and presents both annual and monthly data for the communications, energy, water, and transportation industries. Page 2 presents annual trend data, and Page 3 through Page 6 report data by industry for the current month. For context, the report also includes comparable data from the previous month. Page 7 presents contact data specifically related to safety concerns, by industry. A glossary of terms used in this report can be found on Page 8.

The Consumer Protection and Enforcement Division serves as the first line of support for consumers of CPUC-regulated services. CPED collects and resolves consumer informal complaints, enforces laws and regulations governing transportation carriers, and investigates allegations of utility waste, fraud, and abuse.

Overview

1,668 CONTACTS (June 2018)



Overall, 1,668 total informal consumer contacts were received during June 2018 across the four regulated industries. June shows a decrease of approximately 5.7% from the 1,768 informal contacts received during May 2018; and a 13.7% decrease from the prior 12-month average of 1,932.

Communications: 961 categorized informal contacts related to Communications were received during June 2018, which is a decrease of 4.6% from the 1,007 contacts received during May 2018. The contacts received during June show a 3.0% decrease from the prior 12-month average of 991.

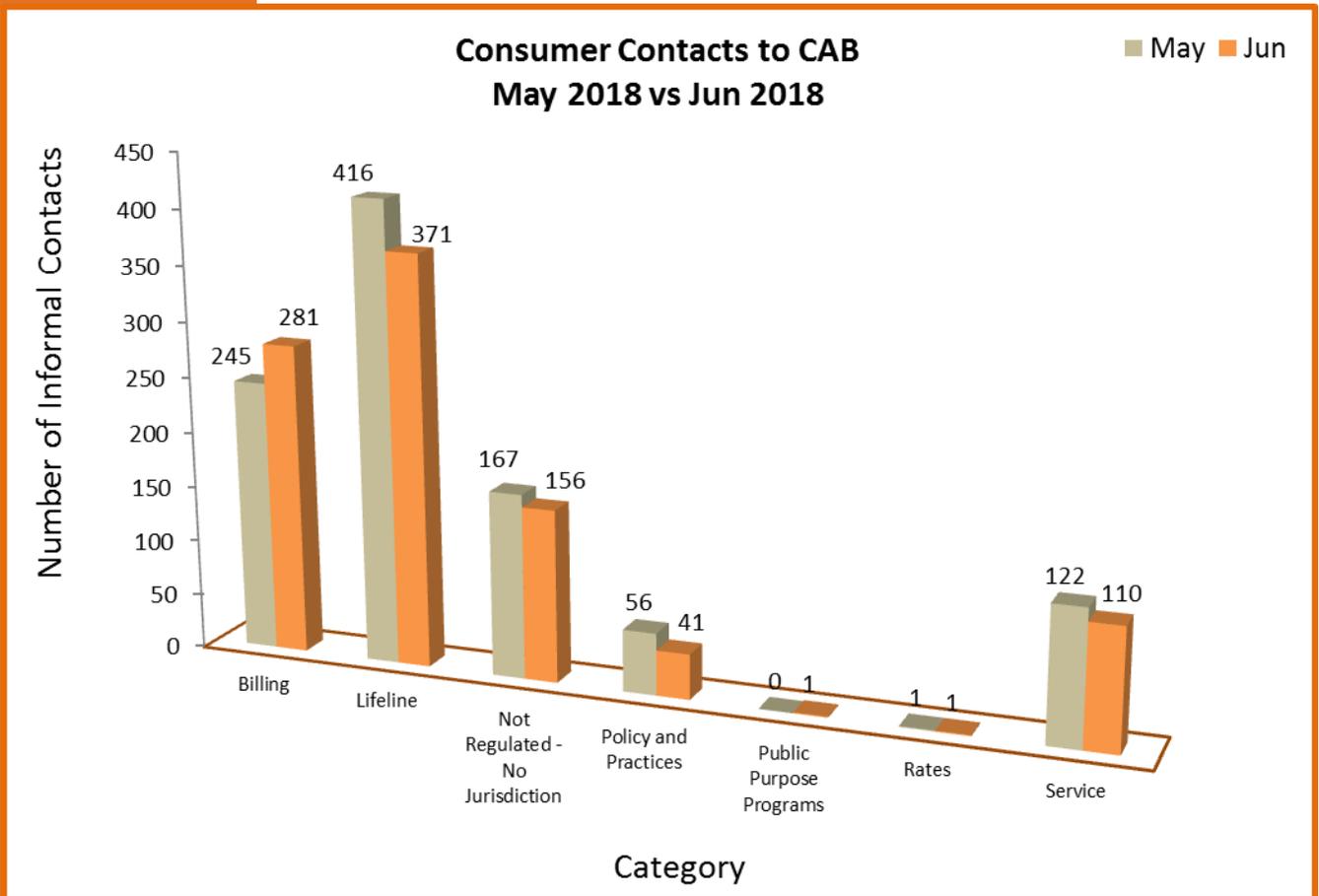
Energy: 621 categorized informal contacts related to Energy were received during June 2018, which is a decrease of 9.3% from 685 contacts received during May 2018. Contacts received in June 2018 are 25.3% lower than the prior 12-month average of 832.

Water: 50 categorized informal contacts related to Water were received during June 2018. This is a 16.7% decrease from the 60 contacts received in May 2018. Water contacts remain-below average, with June 2018 being 34.2% lower than the prior 12-month average of 76.

Transportation: 36 categorized informal contacts related to Transportation were received during June 2018. June 2018 Transportation contacts are 125.0% higher than the 16 contacts in May 2018 and 8.3% higher than the prior 12-month average of 33.3%.

Communications

961 CONTACTS (June 2018)



During June 2018, CAB received 961 Communications-related informal contacts, allocated into one of the defined categories of Billing, LifeLine, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

The Billing category shows a 14.7% increase in contacts from May to June. The increase was a general increase that cannot be attributed to one company or event.

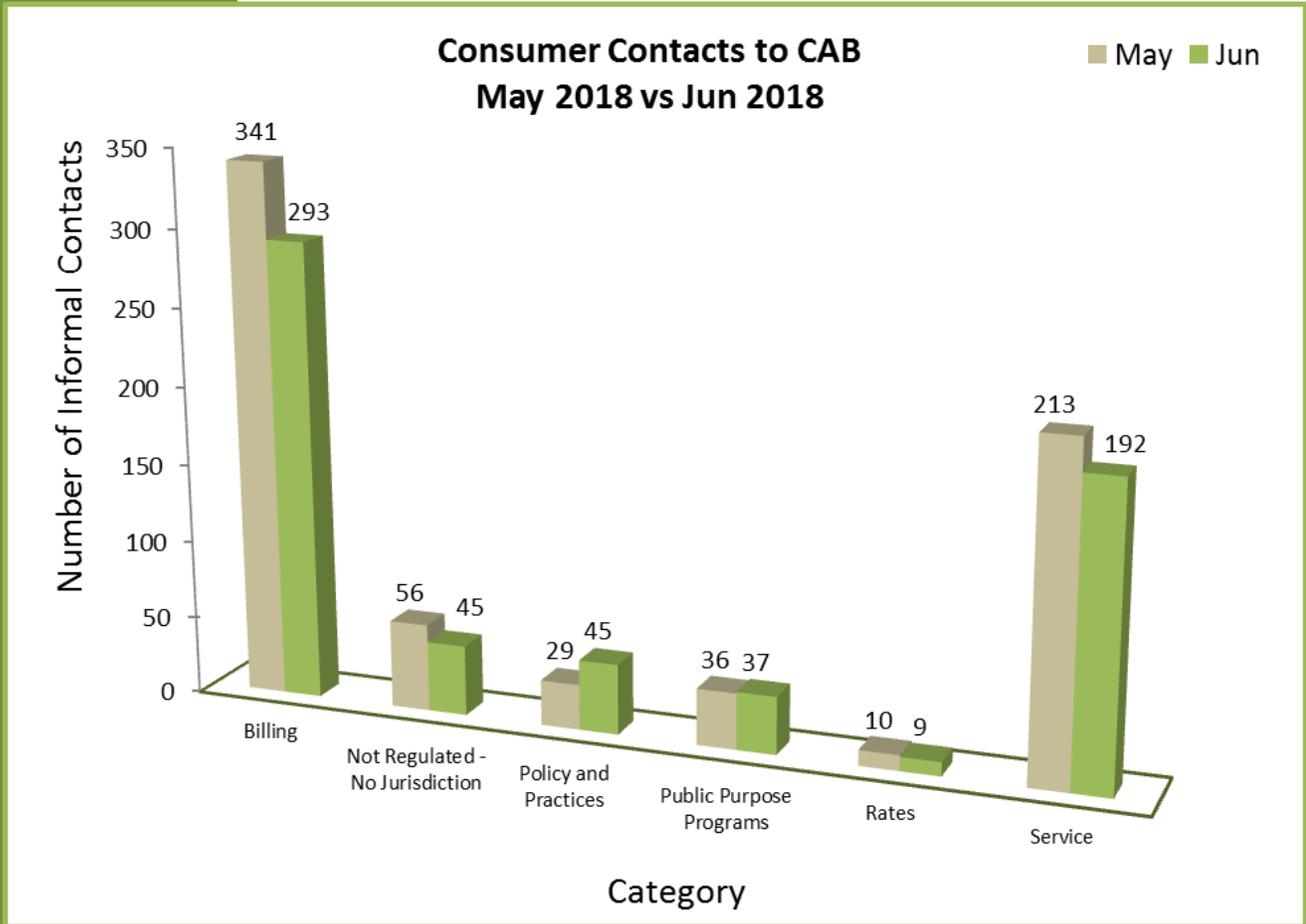
Policy and Practices contacts decreased by 26.8%. While over half of these contacts for June related to Abusive Marketing, these contacts pertained to several different companies. Also, some of the decline in Policy and Practices contacts was due to fewer contacts about the 619/858 area code change as compared to May 2018.

LifeLine contacts decreased by 10.8% in June, which was partially attributed to a decline in consumer contacts about LifeLine Identity Verification as compared to the previous month.

In addition to the 961 categorized contacts, CAB received 181 uncategorized (pending processing and misdirected) contacts.

Energy

621 CONTACTS (June 2018)



In June 2018, CAB received 621 Energy-related informal contacts allocated amongst the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Energy Billing cases show a 14.1% decrease from May to June. There was an overall decrease in contacts across Billing subcategories with no single company being a primary contributor.

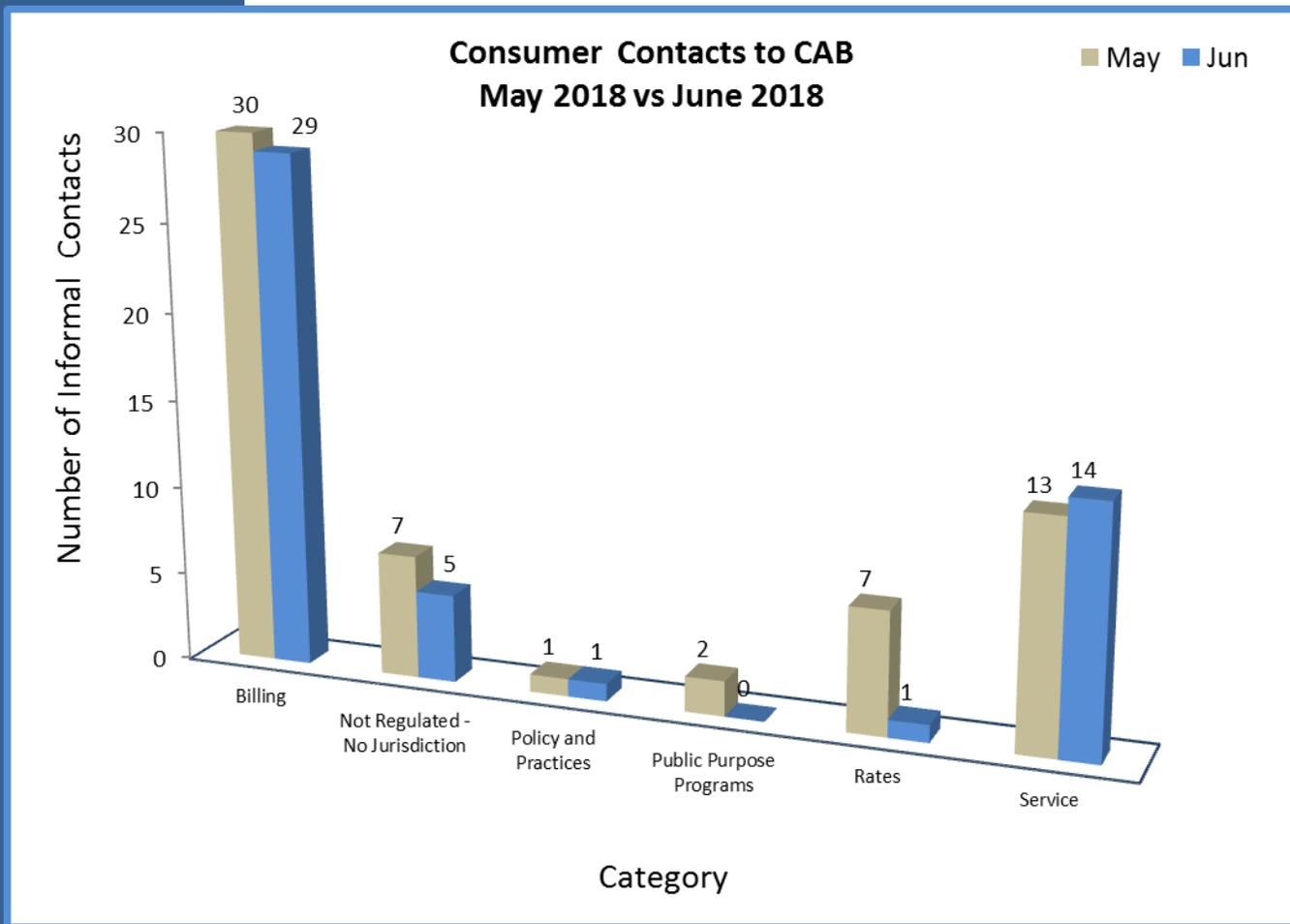
Policy and Practices cases show a 55.2% increase in June. This is due to increase in Abusive Marketing and Safety subcategory-related contacts. The increase is evenly distributed with no single company being a primary contributor.

In addition to the 621 categorized contacts, CAB also received 65 uncategorized (pending processing and misdirected) contacts.



Water

50 CONTACTS (June 2018) GrapGraphic



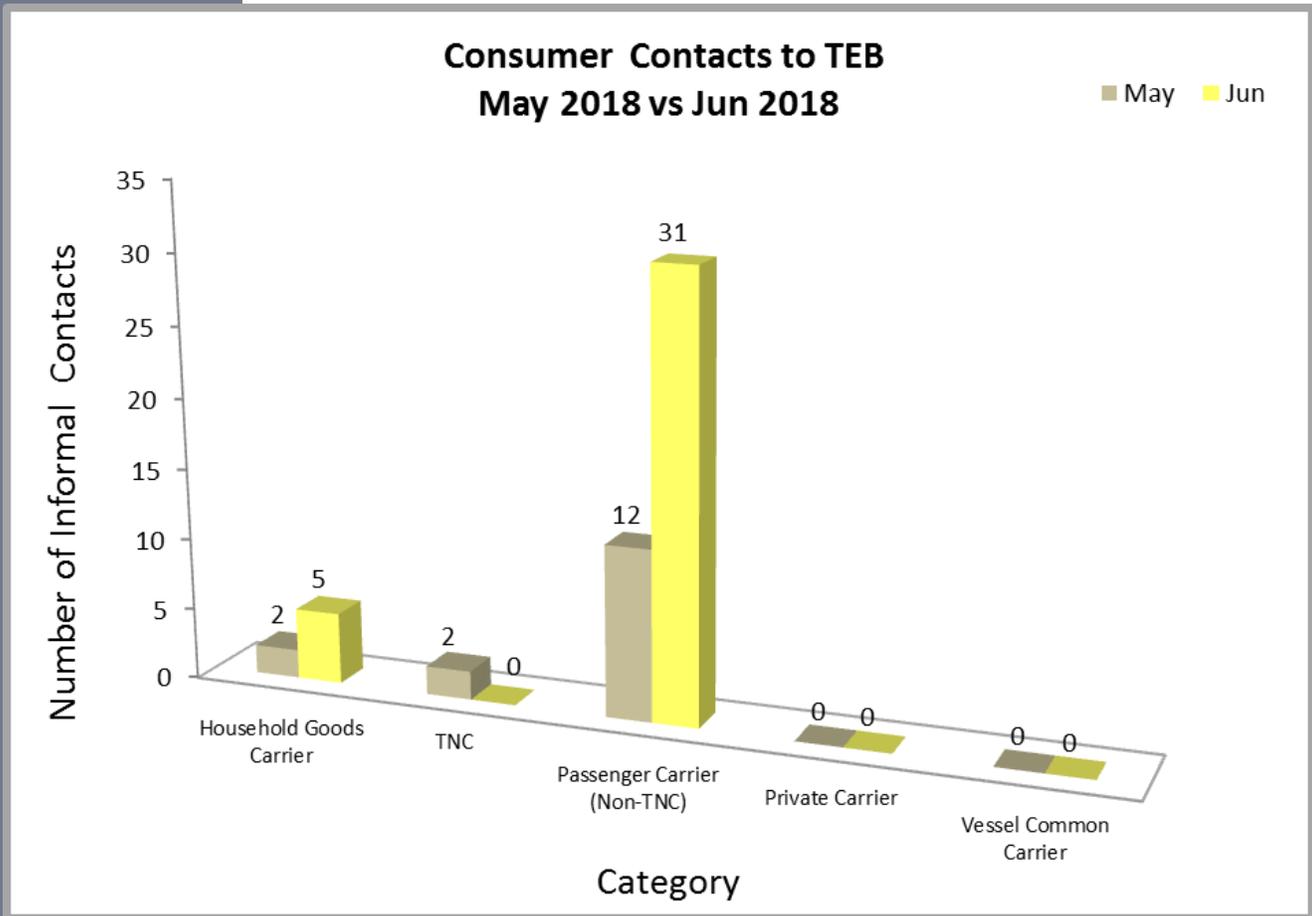
CAB received 50 Water-related informal contacts in June 2018, allocated into one of the six defined categories of Billing, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, or Service.

Rates experienced a noticeable decrease (16.7 percent). Contacts regarding protests for San Jose Water's rate increase spiked in May but are down in June.

In addition to the 50 categorized contacts, CAB also received 21 uncategorized (pending processing and misdirected) contacts.

Transportation

36 CONTACTS (June 2018)



TEB received a total of 36 transportation complaints in June 2018, allocated into one of the five defined categories of Household Goods Carrier, TNC, Passenger Carrier (Non-TNC), Private Carrier, or Vessel Common Carrier.

In June, Passenger carrier complaints against limos and buses increased by 158.3%. Each of the complaints involved a specific carrier, so no trend or pattern could be attributed to the complaints relative to the over 9,000 carriers under CPUC jurisdiction.

Beginning in July 2018, the CPUC will no longer regulate either the household goods industry or the private carrier industry, as jurisdiction over household goods carriers transfers to the Department of Consumer Affairs and jurisdiction over private carriers transfers to the Department of Motor Vehicles effective

Safety Concerns Across Industries

During June 2018, CPED received **56** safety-related contacts identified as having a safety concern component across the four reported industries. The contacts presented below are a subset of those presented on pages 3-6 of this report. Safety contacts are classified by the type of safety concern.

Communications	6
Emergency Services/Health Concerns	1
Utility Infrastructure	5

Energy	22
Company Practice	2
Emergency Services/Health Concerns	3
Gas Leak	2
Property Restoration	6
Utility Infrastructure	9

Water	1
Water Quality	1

Transportation	27
Operating Without Active Authority	27

Definitions for Safety-Related Contacts:

Company Practice includes service-related issues perceived to impact consumer safety such as lengthy appointment wait times for service restoration.

Consumer Property includes issues with consumer owned property such as unsafe appliances (heaters, stoves, etc.)

EMF/Power Surges/Voltage fluctuations include cases related to Electromagnetic Field (EMF) concerns (e.g. Smart Meters), consumer household power surges and electricity voltage fluctuations.

Emergency Services/ Health Concerns include immediate or perceived concerns due to potential outages or events, such as inability to reach 911 during phone outage, or failure of medical equipment during power outages.

Gas Leak includes any concerns related to gas leaks in the utility distribution system or in the consumer's premises.

Operating Without Active Authority involves operations without a valid permit or certificate, including operations with a suspended or revoked permit or certificate.

Property Restoration includes issues regarding ground hazards such as holes, trenches, tripping hazards, debris removal, tree trimming and street lighting.

Security Concerns includes issues perceived to impact consumer security such as phone line privacy issues, unlisted phone numbers, or utility personnel identification.

Utility Infrastructure includes issues regarding infrastructure that is faulty or in disrepair such as hanging cables, exposed wires, leaning utility poles, analog meters and transformers.

Water Safety or Quality includes immediate or perceived concerns relating to water quality such as color, odor or presence of chemicals in drinking water.

Definitions

Consumer Affairs Branch

The following definitions were compiled to assist with understanding consumer contacts information.

Type of Contacts Definitions	
Informal Consumer Contacts	Informal Contacts are consumers' communications received by CAB via phone calls, letters and electronic submissions (email/web form). Contacts can consist of complaints, questions, or feedback from consumers regarding the policies and practices of specific utilities or the CPUC. These contacts are reported as Categorized or Uncategorized.
Categorized Contacts	These are informal contacts which have sufficient information to be allocated into one the defined categories: Billing, Lifeline, Not Regulated-No Jurisdiction, Policy and Practices, Public Purpose Programs, Rates, and Service based on the primary (overarching) reason for the contact.
Uncategorized Contacts	These are contacts which are pending assignment, lack sufficient information to be processed (Unknown), or contacts in which the consumer intended to contact some other entity, and mistakenly contacted CAB (Misdirected).

Category Definitions	
Billing	Consumer contacts related to disputed items appearing on a consumer's utility bill, the appearance of the bill, or other utility charges.
Lifeline (Billing & Appeals)	Consumer contacts related to the Lifeline Program, which assists low income telecommunications customers. It includes items related to Lifeline Appeals or Lifeline Billing disputes.
Not Regulated – No Jurisdiction	Consumer contacts related to concerns, disputes, and issues where the CPUC does not have jurisdiction.
Policy and Practices	Consumer contacts related to utility and/or CPUC policies and practices.
Public Purpose Programs	Consumer contacts related to programs that assist utility consumers, including income-based and disability-based programs.
Rates	Consumer contacts related to rate design, rate protests and baseline rates.
Service	Consumer contacts related to the service provided to the consumer by the utility.
Uncategorized Definitions	
Misdirected	Consumer contacts intended for some other entity such as consumer attempting to contact their utility. CAB assists these consumers by redirecting them to the entity best able to address their concerns.
Pending Assignment	Category not identified due to case pending processing.
Unknown	Category not identified due to lack of information from consumer.